



Memorandum

TO: Mayor and City Council

FROM: Rashad Young, City Manager

DATE: October 29, 2009

SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Contact Center Feedback
- City Staff Selected to National Positions
- Public Transportation to Hold Groundbreaking for New Facility
- The “Book Page” is Back

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of **10/19/09 – 10/25/09**. (Attachment 1)

City Staff Selected to National Positions

On October 19, 2009 the National Association of Human Rights Workers (NAHRW) announced the selection of Dr. Anthony W. Wade as its 2009 President-Elect, and Yamile Nazar Walker as the newest member to its Board of Directors. Wade is presently the Human Relations Department Director and Walker works in the same Department as a Human Relations Administrator.

Wade and Walker were chosen by NAHRW's membership at its annual business meeting in Atlanta, Georgia. Wade will take the helm in October 2011 of the nation's premier professional organization of individuals committed to providing education, training, research, networking, and professional development to its members that supports their efforts to foster equality within a diverse society.

Public Transportation to Hold Groundbreaking for New Facility

Greensboro Transit Authority (GTA), along with the City of Greensboro, is scheduled to hold a groundbreaking of the new Maintenance and Operations Facility and Administrative Offices on Thursday, November 19 beginning at 2 p.m. When complete, the state of the art facility will boast 64,000 square feet of space anchored on 17.5 acres at 223 W. Meadowview Road. Designed to be environmentally friendly, the building is expected to qualify for LEED Gold Certification when it is completed in early 2011. Funding for GTA's future home is being supported by the American Recovery and Reinvestment Act of 2009, Federal Transit Administration, North Carolina Department of Transportation and the City of Greensboro.

To attend the groundbreaking ceremony, please RSVP by Thursday, November 12th to 373-4178 or email faythe.johnson@greensboro-nc.gov.

The “Book Page” is Back

The News & Record has reinstated the “Book Page,” which includes a column entitled “Decimal Points.” This column, which will run two Sundays per month, is written by city's Library staff and focuses on books, library services & events, and literary news. The Library Director determines column topics and selects staff to write the columns.

Public Affairs Department Contact Center Weekly Report

Week of 10/19/09 – 10/25/09

Contact Center

5247 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1348

General Info. – 186

New Sign-up. - 156

Constr. & Maint. - 143

Request to Cutoff – 93

Field Operations

Bulk Guidelines – 77

Appliance Pick-up – 55

No Service - Garbage – 52

Dead Animal Pick-up - 44

Recycle Guidelines - 41

All others

Police/Watch Operations – 379

Warrants – 207

Landfill/Transfer/HHW – 83

Courts – 73

Online Payments - 45

Comments

We received a total of 8 comments this week:

- 1 comment for **Engineering and Inspections**

Customer called to complain about a City truck blocking a ramp at the Adult Enrichment Center making it difficult to drop off or unload items.

- 2 comments for the **Field Operations**

Customer called to thank crews for fixing two potholes within 24 hours on Adams Farm Parkway at Poplar Hill. Hardly anywhere has he received service like that and he wants the City of Greensboro to know that there are people out there that appreciate what we do.

Customer called to say thank you to the supervisor that called him back about his trash can that was missed. He also wanted to thank the rep. that helped him. They both were very helpful.

- 1 comment for the **Greensboro Police Department**

Customer is upset about the crime in the City of Greensboro and the Police Department's efforts to control it. He said there is a lack of outrage by the Mayor and City Council. "It seems like they would prefer to keep it quiet rather than raise community awareness." Customer continued to say that after all of these burglaries, he has not seen one patrol in his neighborhood, just police after the fact.

- 2 comments for **Water Resources**

Customer thinks it would be a good idea if all of his water bills could come on one statement. He has several rental properties and this would save on postage and billing processing fees.

Customer called to complain about refund process. Customer is upset that it takes three weeks to get a refund on his deposit. He said he gave us our check on the first day he had to sign up.

Overall

The water main break in the Forest Oaks area last Tuesday caused the call volume to go up significantly during the first part of the day but leveled off by the afternoon. The Contact Center continues to receive calls about the new recycling law for plastic bottles. Customers wanted to make sure they are in compliance with the new law.

Otherwise, call volumes were high at the beginning of the week but returned to normal by the end of the week.